



Solicitation Information
May 7, 2013

RFP# 7464388

TITLE: Rhode Island Pregnancy Risk Assessment Monitoring System-PRAMS

Submission Deadline: June 5, 2013 @ 10:00 AM (EST)

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **May 17, 2013 @ 10:00 AM (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified firms to perform a telephone follow-up survey of recent Rhode Island mothers (*for the Rhode Island Pregnancy Risk Assessment Monitoring System-PRAMS program*) as described elsewhere herein, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us. The initial contract period will begin approximately January 1, 2014 for a one year period. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds, at the sole discretion of the State.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
- 13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).**
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

The Rhode Island Pregnancy Risk Assessment Monitoring System (PRAMS) is part of the Centers for Disease Control and Prevention (CDC) initiative to reduce infant mortality and low birth weight. PRAMS is an ongoing, state-specific, population-based survey designed to identify and monitor selected maternal behaviors and experiences before, during and after pregnancy. In May 2011, the Center for Health Data and Analysis was awarded a five-year grant to conduct PRAMS. A Cooperative Agreement from the CDC provides financial and technical support, and has allowed Rhode Island to develop and conduct PRAMS in Rhode Island. PRAMS was developed in 1987 and currently, 40 states are conducting PRAMS. PRAMS will provide Rhode Island with state-specific data on maternal behaviors and experience to be used for planning and assessing perinatal health programs. Responses will be collected in a database and then weighted to be representative of all women giving birth in Rhode Island. Because PRAMS uses standardized data collection methods, it allows data to be compared among states.

PRAMS will be performed to specifications provided by the CDC. The project primarily interviews women by mail, but follows up non-respondents by telephone. The questionnaire contains approximately 85 questions and is available in English and Spanish.

Each month, a stratified sample of approximately 160 Rhode Island resident women who recently gave birth to a live infant will be selected from birth certificates. Approximately 2 months after delivery, each woman in the sample will be sent an explanatory letter that introduces the survey. A 15-page survey/questionnaire will be mailed a few days later. A second and third questionnaire will be mailed to those who do not respond. Those mothers who have not responded to the mailings will then be telephoned. Data collected via telephone interview are entered into Integrated Data Collection System (PIDS). This is a secure, web-based software system that includes a CATI component. CDC has already completed the CATI programming, and some telephone numbers will be provided to the vendor by RI PRAMS. The phone interviews will also be conducted in both English and Spanish.

It is estimated that approximately 36% of the sample or about 58 new mothers will respond to the three mailings of the self-administered questionnaire. The remaining 102 mothers will go into phone phase. Due to phone contact, some additional questionnaires will be mailed in. Since PRAMS requires a minimum 65% response rate, it is estimated that approximately 38 – 44 phone interviews will need to be completed each month. Each monthly batch will be in phone phase for 28 – 30 days.

SECTION 3: SCOPE OF WORK

General Scope of Work

The contractor will perform telephone follow-up interviews for Rhode Island PRAMS conforming to CDC's and HEALTH's methodological specifications provided below.

Any proposed modification by contractor is subject to approval by the CDC and the Contract Officer for the Department of Health.

SPECIFIC ACTIVITIES

Contractual and program requirements include:

1. A Project Director with at least a Master's level preparation in public health or a related field, or equivalent experience. One project team member shall be designated in the proposal as the project manager and primary contact person for the applicant organization during the period of performance of the project.
2. Contractor will be required to utilize CDC's PRAMS Integrated Data Collection System (PIDS) when it becomes available for RI PRAMS. PIDS is a secure, web-based software system that includes a CATI component. PIDS requires a notarized letter for each interviewer and a special code card for access. Each interviewer will need their own email address.
3. Training of Interviewer and supervisors on survey and PIDS, including practice Interviews.
4. Administration of the telephone survey and phone script in both English and Spanish using PIDS. In the absence of PIDS or other online interview tool, interviews will be conducted on paper surveys and phone attempts will also be captured and coded on paper.
5. The Department of Health will load monthly files on the PIDS system for the contractor, that include phone numbers. However, the contractor is responsible for having access to online phone directories or other sources to locate phone numbers for participants if numbers provided are incorrect, disconnected or missing.
6. Ensure that all interviewers complete CDC's required PRAMS Human Subjects Training, as well as training on the use of PIDS;
7. Provide support for all interviewers for any communication issues and debriefing of difficult calls, and offering loss or grief training as often as needed.

8. Data entry of responses into PIDS System.
 - The contractor will be responsible for becoming proficient in the use of many of the PIDS features including adding and deleted users; generating reports; changing event and status codes; and informing PIDS of problems or required changes to script or questionnaire.
 - The contractor will be responsible for remaining informed on updates and revisions of the PIDS system.
 - Entering respondents' comments.
PRAMS is dedicated to collecting qualitative data provided in respondents' comments made throughout the interview. These comments are recorded verbatim. Contractor will inform the PRAMS Coordinator of any comments of a serious nature [abuse of minor or request for help, etc].
9. The contractor will be responsible for reviewing and testing any changes or revisions made to the PRAMS questionnaire and the PIDS system.
10. The contractor will use female interviewers only for this project.
11. The contractor is responsible for monitoring interviewers for quality control and data security.
12. The contractor will be responsible for conducting phone interviews according to a set schedule each month. Each month's data and reports will be submitted to the Health Department, within 14 days of completion of phone phase.
13. The work will be performed at the contractor's premises. Communications with the Department of Health will be by phone, mail or electronically during the course of the survey. The contractor may be required to attend at least one meeting at the Department of Health in Providence, RI and the Contract Officer will visit the contractor's premises as needed.
14. All rights to data, work products, and materials generated in the conduct of the survey revert to the Department upon payment. The contractor has no rights to use or distribution of the data collected.
15. The offeror will maintain all collected data in a secure and confidential manner as required by (1) Rhode Island law and regulation, (2) any other applicable statutes, and (3) any conditions imposed during review by the Department's Institutional Review Board, and (4) any applicable CDC specifications. The offeror will provide the confidential identifiers of interviewed women to the Rhode Island Department of Health only and will agree not to re-contact any women in the sample other than for activities performed within the terms of the contract or as otherwise authorized in writing by the Contract Officer.

TASKS:

Interviewing Methods:

Interviewing will be conducted according to the monthly schedule provided by the CDC as specified in the CDC PRAMS Protocol. Telephone numbers will be contacted for interview until all active telephone numbers have reached final disposition. Numbers not answering or busy will be dialed a minimum of 15 times over seven calling occasions. Calls should be staggered across different hours of the day and different days of the week including at least two attempts during a weekend day, and weekday evening. Leaving a message on an answering machine increases both the rate of eventually reaching a household and the overall completion rate. For PRAMS, an answering machine message serves as a prompt to remind mothers of previous contact attempts. It is recommended that callbacks to households with answering machines be scheduled on weekday evenings rather than on weekends.

If a telephone number has been disconnected or is no longer valid, then a comprehensive search for telephone numbers will be conducted. However, in the case of disconnected telephones, a follow-up attempt should be made within 5-7 days because telephones may only be turned off temporarily for non-payment.

If mom refuses to participate, contractor will attempt to explain the importance of the project. If mom continues to refuse or hangs up, contractor will not make any additional phone attempts. The contractor will be prepared to conduct interviews in English and Spanish. CDC produces a Spanish version of the questionnaire. Contractors should describe their experience and capacity in foreign language interviewing, including Spanish, and other languages.

During some time period(s), the contractor may be required to conduct, for additional reimbursement, additional work. This additional work may include one or more of the following and the contractor should describe their experience in conducting each type of additional work and provide a cost formula for performing each type of additional work.

- The addition of questions to the survey for all or some portion of the survey year.
- An increase in sample size for all or some portion of the survey year.
- Translation of Spanish comments into English.

Training:

Ensure that interviewers have experience in conducting telephone interviews and experience using the PIDS system. Facilitate training of interviewers in the administration of the PRAMS questionnaire. Ensure that interviewers are briefed on any revisions that are made to the questionnaire or the PIDS system and have opportunities to conduct practice interviews. Interviewers should be trained to correctly code responses given by the participant. CDC PRAMS has developed the Telephone Interviewer Training Manual and the Coding Guidelines for the contractor to use in this endeavor. Training should also cover the recording of all call

attempts made to each woman in the telephone phase of follow-up. All call attempts should be recorded. The date and time of each call, as well as the result of the call, are to be recorded.

CDC PRAMS provides the interviewers with the standard introduction that is used to verify that the interviewer is speaking to the correct person and to introduce the potential respondent to the PRAMS project.

The Contract Officer may assess, at any time, the contractor's interviewing practices and capabilities and make recommendations or request technical assistance from CDC to ensure that interviewer practices and protocols for survey administration are followed.

Processing of Collected Data/Data Management:

Data will be captured by the PIDS system. Contractor will perform error checking, and validating of entries. Code data per CDC instructions. Edit and correct the resulting data, including consistency checks.

Quality Control and Security:

The contractor's proposal will include descriptions of all procedures implemented for assurance and documentation of the quality and security of the interviewing process and of the data processing steps, in accordance with CDC specifications. Provide supervision and monitoring of interviewers. Monitoring is to be conducted through the use of unobtrusive, electronic two-way audio and/or video means. If possible, remote monitoring should be made possible.

Monitoring of at least 10% of the time each interviewer making calls, to validate that interviewer correctly reads the questionnaire, that interviewer correctly codes the respondent selection, and interviewer manner. If electronic monitoring is not possible, verification call-backs must be done each month.

Develop and maintain procedures to ensure respondent's confidentiality.

Records/Operational Procedures:

In the event that a systematic recurring error is discovered in the interviewing process, immediately notify the Department of this error, correct the error at no cost to the Department, and provide documentation to the Department of the occurrence and correction.

In the event that a PIDS recurring error is discovered, immediately notify PIDS and the Department of the error. Work with PIDS to correct and test the solution.

If the Department finds problems in reviewing datasets, correct these to the Department's satisfaction within 4 weeks of notification, at no cost to the Department. The Department may then require the contractor to implement additional quality control checks.

Subcontracts:

Vendor will assume all responsibility for contractual activities, whether performed directly or by another agency or agencies under subcontract. Vendor will serve as the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. If any part of the telephone surveying activity is subcontracted, the contractor's proposal should include the subcontractor's firm name and address, contact person, complete description of work to be subcontracted, descriptive information about the subcontractor's organizational abilities, and estimated cost. The Department reserves the right to approve subcontractors and to require the contractor to replace subcontractors found to be unacceptable. The contractor is totally responsible for adherence by the subcontractor to all provisions of the contract.

DELIVERABLES:

- If necessary, develop and utilize a paper questionnaire if PIDS system is non operational or if revision of questionnaire not available on PIDS system.
- Develop a quality assurance plan for data quality and interview protocol.
- Provide quarterly recording of interviews and phone attempts to the RI PRAMS Coordinator.
- Within 14 days of the completion of each batch's interviewing, the following items will be delivered to the Department:
 - Summary Monitoring Report.
 - Toddler Follow Up Report: A list of women that agree to be re-contacted when infant turns two with selected fields.
 - Any additional reports or files requested by the PRAMS Coordinator. Requested reports may include PIDS generated reports, reports designed to evaluate interviewing performance or reports requested due to emerging issues.
 - Other deliverables not yet identified with regards to the PIDS system and the new revision of the PRAMS Survey.
- Maintain all written reference materials and interviewer instructions. Retain one copy of all deliverables for a period of one year after the end of the calendar year during which interviewing occurred.

Technical Assistance:

Technical assistance provided to the contractor by the Department will be limited to PRAMS Interviewer Training Manuals, required protocols regarding interviewing, PIDS Security and revisions and updates on questionnaire and PIDS. In addition, the Department will attempt to locate and provide telephone numbers for non-respondents.

Restriction Against Disclosure:

The contractor agrees to keep information related to the identity of respondents confidential. Other than the reports submitted to the Department, the contractor agrees not to publish, reproduce, or otherwise divulge such information in whole or in part or in any form, or authorize or permit others to do so. The contractor agrees to immediately notify, in writing, the Department's authorized representative in the event there is reason to suspect a breach of this requirement.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

- **Executive Summary**

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the contractor's technical approach and ability.

- **Qualifications and Experience**

This section shall include the following information:

- A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects. A detailed history of telephone web-based experience, specifying experience with PRAMS or similar health-related surveys, bilingual interviewing and response rates achieved;
- A description of the business background of the contractors (and all subcontractors proposed), including a description of their financial position; and
- The contractor's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, call the MBE Officer at (401) 222-6670.

- **Capacity: Contractor's Organization and Staffing**

Provide a description of staffing, including an organizational chart highlighting the persons or units(s) responsible for this project should be demonstrated.

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements of prior experience and qualifications.

- **Technical Approach/ Work plan**

This section shall describe the contractor's understanding of the Department's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. This section shall include a discussion and justification of the methods proposed for each task identified in the Scope of Work (above), and the technical issues that will or may be confronted at each stage of the project. The work plan description shall include a detailed proposed project schedule by task, a list of tasks, activities and/or milestones that will be employed to administer the project, and the task assignments of staff members and level of effort for each linked to the Cost Proposal. Specifically, include:

- The contractor's experience with the use of web-based software that includes a CATI component.
- A description of quality control procedures including those used to monitor interviews and responses.
- A description of procedures for training interviewers including Human Subjects Protection.
- A description of data processing procedures and practices.

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a proposal for fees charged for the billing services outlined in this proposal. Fee structure may reflect a monthly total or annual total. Please explain the basis and rationale of your fee structure.

Contractor selected will be required to bill on a monthly bases and invoices submitted for payment will need to list staff or position, number of hours, hourly rate and total amount. Additional or reimbursable expenses will need to be incorporated into staff's wages. (See Appendix A : COST PROPOSAL FORM)

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Qualifications and Experience	20 Points
Capacity	20 Points
Technical Approach and Work plan	30 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7464388** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7464388 Rhode Island Pregnancy Risk Assessment Monitoring System-PRAMS**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original proposal) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. A **separate Technical Proposal** describing the qualifications and background of the applicant, response rates achieved and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
4. A **separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project. See Appendix A : COST PROPOSAL FORM
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom, diskette, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Appendix A: COST PROPOSAL FORM

CONTRACTOR: _____

STAFF

Fully-absorbed hourly rates for all staff members proposed for this work, and the concentration of hours for each (use additional sheets, if necessary):

NAME	TITLE	HOURS	HOURLY RATE	TOTAL
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
_____	_____	_____	_____	\$_____
MONTHLY TOTAL				\$_____
ANNUAL TOTAL:				\$_____